

**GENERAL**

1. Comment or complaint forms are available by telephone, email, on our website, by fax or personal visit to our office.
2. All complaints can be made via our complaint form or by letter, email or fax to our Complaints Manager (address below) detailing your name and address and if possible debtor reference or Client/Council reference number. If you are happy for us to contact you by telephone, please supply a number as we may need further information.
3. Where required a response can be provided in an alternative language (eg Braille, larger text size).

**STAGE 1**

4. The complaint will be registered and allocated with a complaint number to a member of our complaints team.
5. An initial acknowledgement letter will be issued within 7 days of receipt informing the complainant that an investigative procedure is taking place and that a formal response to the complaint will be sent within 10 working days.
6. The allocated Complaints officer will investigate and research the complaint for all relevant information and data. Within three working days the complaint and supporting information will be forwarded to the Complaints Manager, for a formal response to be prepared.
7. If, after due consideration and in the opinion of the Complaints Manager, the complaint is warranted or of a serious nature, the complaint will be passed to a Company Director/Managing Director for resolution.
8. In all cases the Complaints Manager will formally respond within the stipulated time constraints.
9. The Client/Council will be both informed and forwarded copies of all relevant correspondence together with a written report within 24 hours of the complaint being received.
10. The Client/Council will receive a copy of all complaints that require more serious consideration than is normally required within 24 hours of the complaint being made.

**STAGE 2**

11. If you are unhappy with the result of your complaint please write, email or telephone the Complaints Manager within 20 working days of getting your response. Please give reasons for remaining unhappy and how you would like to resolve the complaint.
12. Our Managing Director will then take on responsibility for the resolution of the complaint.
13. Our Managing Director will instigate a full review of the complaint, and ensure that Rundles have carried out the correct resolution procedures. He may also liaise with

the Local Authority to aid resolution. Our Managing Director will write to you to tell you the result of the review within 10 working days.

**STAGE 3**

14. If you are unhappy with the response from our Managing Director, please telephone, write or email the Managing Director within 20 days of receipt. Please give reasons for remaining unhappy and how you would like to resolve the complaint.
15. We will then invite you to a dispute resolution meeting at a time and location to suit you. At this meeting there will be our Managing Director and a Senior Representative from the Local Authority. You may bring a representative(s) of your own.

**CONTACT INFORMATION**

16. Correspondence address:

**Complaints Manager  
Rundle & Co Ltd  
53 Northampton Road  
Market Harborough  
Leicestershire  
LE16 9HB**

**Email: [info@rundles.org.uk](mailto:info@rundles.org.uk)  
Tel: 08456 585030  
Fax: 01858 461799**

17. Should the complainant wish to appeal beyond our 3 Stage Process, they can write directly to the:

**Association of Civil Enforcement Agencies**  
Chesham House  
150 Regent Street  
London W1R 5FA  
Email: [sec@acea.org.uk](mailto:sec@acea.org.uk)

Email: [sec@acea.org.uk](mailto:sec@acea.org.uk)  
Fax: 020 7432 0515

Or

**The Enforcement Services Association**  
Ridgefield House  
14 John Dalton Street  
Manchester M2 6JR

Email: [enquiries@bailiffs.org.uk](mailto:enquiries@bailiffs.org.uk)  
Fax: 0161 834 2433

Alternatively you can contact the Council who issued the debt. Please telephone Rundles for their contact details if required.